

HP
11/1/02

02V-120

The following message was sent to all Honda dealers by DCS and HiN:

DATE: May 23, 2002
TO: All Honda Sales, Service & Parts Managers
FROM: American Honda Service Division
RE: Campaign Announcement

Honda Motor Co., Ltd., has announced to NHTSA (National Highway Traffic Safety Administration) its intention to recall selected 1997 to 1999 Accords, CRVs, Preludes, and selected 1997-2000 Odysseys and Civics in order to replace their ignition switches.

Basic Problem: Electrical contacts within the ignition switch can wear prematurely, which can eventually cause the engine to stall without warning. An affected vehicle may experience difficulty in starting for a period of time before experiencing any engine stall. When a stall does occur, the engine can normally be restarted immediately. Most customers will not experience any problems prior to the repair--less than 3/10ths of one percent of affected vehicles have experienced switch failure. There have been no reports of accidents or injuries related to this issue.

Support Materials: American Honda will mail to every Honda Dealership the following campaign support materials: Service Bulletin, PIB, and a Strategy Letter during the week of May 27th.

Campaign Parts: AH Parts Division will ship every Honda Dealership a quantity of selected campaign ignition switches in mid-June. Additional campaign ignition switches will be shipped at intervals over the next three months. You will be notified of the exact parts shipments dates via iN.

Repair Strategy: Replace the ignition switch.

Customer Notification: Approximately 1.3 million vehicles are affected by this Recall Campaign. Notifications will be mailed to all known owners over the course of three months. You will be notified of the exact customer mailing dates via iN.

Thank you.



02V-120

June 4, 2002

Dear Service Manager:

Honda Motor Co., LTD. is announcing a Safety Recall campaign for certain 1997-99 Accords, 1998-00 Civics, 1997-99 CR-Vs, 1997-00 Odysseys, and 1997-99 Preludes.

Electrical contacts in the ignition switch can wear prematurely due to high electrical current passing through the switch. Worn out ignition contacts could cause the engine to stall without warning. Although the engine will restart in most cases, a vehicle that stalls while driving increases the risk of a crash.

Affected Vehicles

The affected VIN ranges for all three models are very wide, while the number of affected vehicles is much smaller. Because of this, you must verify vehicle eligibility by making sure the customer has a notification letter. Eligibility can be further checked using one of these methods.

- The vehicle is shown as eligible on DCS or iN (Interactive Network) VIN Status Inquiry.
- The vehicle is listed on your campaign responsibility report.*

* Campaign responsibility reports will be issued as customer notifications are mailed. Keep all the reports you receive; an overall report will not be sent to you.

Repair Strategy

The repair is to replace the ignition (electrical) switch. For repair information, refer to the enclosed service bulletin, #02-031, *Safety Recall: Ignition Switch*.

Reinstalling aftermarket parts (security systems, alarms, audio systems, etc.) connected to the ignition wiring is not covered under this campaign. If a customer wants a non-Honda part reinstalled, the shop that installed the part (or the customer) must do the work and assume liability. In addition, the customer is responsible for all costs associated with the non-Honda part and its installation. If you have any questions about this, please contact your District Service Manager.

Customer Notification

We will begin mailing customer notifications in late June. The quantity mailed will depend on the number of parts available for allocation. Mailings will continue as more parts become available. It will probably take about three months to complete the mailings.

Parts Information

During the initial stage of the campaign (June, July, and August), parts will be available by allocation only; no open ordering. You will be notified by DCS or iN when open ordering is allowed.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division



02V-120

August 2, 2002

Dear Service Manager:

Enclosed is the following service publication:

Combination Campaign Responsibility Report for the **1997 Odyssey Ignition Switch Recall Campaign**. This report also lists four other campaigns that may affect these vehicles.

Of the 1997 Odyssey vehicles reported as delivered to your dealership, those eligible for one or more of the five listed campaigns, ***but not yet fixed***, are listed in the left-hand column. The five right-hand columns indicate which campaign is *not completed* by the alpha character "X".

If you have any questions, please contact your District Parts and Service Manager.

Sincerely,

**American Honda Motor Co., Inc.
Honda Automobile Division**

A handwritten signature in cursive script that reads 'Dennis Yamazaki'.

Dennis Yamazaki
Sr. Publications Coordinator
Parts and Service Communications



02V-120

August 5, 2002

Dear Service Manager:

Enclosed is the following service publication:

Combination Campaign Responsibility Report for the **1997-99 CR-V Ignition Switch Recall Campaign**. This report also lists another campaign that may affect these vehicles.

Of the 1997-99 CR-V vehicles reported as delivered to your dealership, those eligible for one or both of the two campaigns listed, ***but not yet fixed***, are listed in the left-hand column. The two right-hand columns indicate which campaign is *not completed* by the alpha character "X".

If you have any questions, please contact your District Parts and Service Manager.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

A handwritten signature in cursive script that reads 'Dennis Yamazaki'.

Dennis Yamazaki
Sr. Publications Coordinator
Parts and Service Communications



02V-120

August 8, 2002

Dear Service Manager:

Enclosed is the following service publication:

Combination Campaign Responsibility Report for the **1999 Odyssey Ignition Switch Recall Campaign**. This report also lists other campaigns that may affect these vehicles.

Of the 1999 Odyssey vehicles reported as delivered to your dealership, those eligible for one or more of the eight campaigns listed, ***but not yet fixed***, are listed in the left-hand column. The eight right-hand columns indicate which campaign is *not completed* by the alpha character "X".

If you have any questions, please contact your District Parts and Service Manager.

Sincerely,

**American Honda Motor Co., Inc.
Honda Automobile Division**

A handwritten signature in cursive script that reads 'Dennis Yamazaki'.

Dennis Yamazaki
Sr. Publications Coordinator
Parts and Service Communications



02V-120

August 16, 2002

Dear Service Manager:

Enclosed is the following service publication:

Combination Campaign Responsibility Report for the 1997 Accord Ignition Switch Recall Campaign. This report also lists other campaigns that may affect these vehicles.

Of the 1997 Accord vehicles reported as delivered to your dealership, those eligible for one or more of the campaigns listed, ***but not yet fixed***, are listed in the left-hand column. The five right-hand columns indicate which campaign is ***not completed*** by the alpha character "X".

If you have any questions, please contact your District Parts and Service Manager.

Sincerely,

**American Honda Motor Co., Inc.
Honda Automobile Division**

A handwritten signature in cursive script that reads 'Dennis Yamazaki'.

Dennis Yamazaki
Sr. Publications Coordinator
Parts and Service Communications

Honda Automobile Division

American Honda Motor Company, Inc., 1910 Palmer Boulevard, Torrance, California 90501-1746. Phone: (415) 783-3000



02V-120

August 23, 2002

Dear Service Manager:

Enclosed is the following service publication:

First Campaign Responsibility Report for the **Ignition Switch Recall Campaign:**

This report only reflects your portion of the initial mailing of **1998 Accord** vehicles affected by the **Ignition Switch Recall Campaign**. Eligible, **but not yet fixed**, vehicles are listed in the left-hand column.

If you have any questions, please contact your District Service Manager.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

A handwritten signature in cursive script that reads 'Dennis Yamazaki'.

Dennis Yamazaki
Sr. Publications Coordinator
Parts and Service Communications



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January 22, 2003

02V-120

Dear Service Manager:

Enclosed is the following service publication:

Combination Campaign Responsibility Report for the **1997-2000 Honda Ignition Switch Recall Campaign. This report also lists 14 other campaigns that may affect these vehicles.**

Of the 1997-2000 Honda vehicles reported as delivered to your dealership, those eligible for one or more of the 14 listed campaigns, ***but not yet fixed***, are listed in the left-hand column. The 14 right-hand columns indicate which campaign is *not completed* by the alpha character "X". Please note that the L02 campaign has ended.

If you have any questions, please contact your District Parts and Service Manager.

Sincerely,

**American Honda Motor Co., Inc.
Honda Automobile Division**

A handwritten signature in cursive script that reads 'Dennis Yamazaki'.

Dennis Yamazaki
Sr. Publications Coordinator
Parts and Service Communications

02V-120

The following message was sent to all Acura dealers by DCS and AiN:

DATE: May 23, 2002
TO: All Acura Sales, Service & Parts Managers
FROM: American Honda Service Division
RE: Campaign Announcement

Honda Motor Co., Ltd., has announced to NHTSA (National Highway Traffic Safety Administration) its intention to recall selected 1997 to 1999 CLs and 1999 TLs in order to replace their ignition switches.

Basic Problem: Electrical contacts within the ignition switch can wear prematurely, which can eventually cause the engine to stall without warning. An affected vehicle may experience difficulty in starting for a period of time before experiencing any engine stall. When a stall does occur, the engine can normally be restarted immediately. Most customers will not experience any problems prior to the repair--less than 3/10ths of one percent of affected vehicles have experienced switch failure. There have been no reports of accidents or injuries related to this issue.

Support Materials: American Honda will mail every Acura Dealership the following campaign support materials: Service Bulletin, PIB and a Strategy Letter the week of May 27th.

Campaign Parts: AH Parts Division will ship every Acura Dealership a quantity of ignition switches equal to 30% of their affected vehicles on or about June 10, 2002. Additional ignition switches will be shipped at a later date.

021-120

June 4, 2002

Dear Service Manager:

Honda Motor Co., LTD. is announcing a safety recall campaign for certain 1997-99 3.0CLs, 1998-99 2.3CLs, and 1999 3.2TLs.

Electrical contacts in the ignition switch can wear prematurely due to high electrical current passing through the switch. Worn out ignition contacts could cause the engine to stall without warning. Although the engine will restart in most cases, a vehicle that stalls while driving increases the risk of a crash.

Affected Vehicles

The affected VIN ranges for all three models are very wide, while the number of affected vehicles is much smaller. Because of this, you must verify vehicle eligibility by making sure the customer has a notification letter. Eligibility can be further checked using one of these methods.

- The vehicle is shown as eligible on DCS or iN (Interactive Network) VIN Status Inquiry.
- The vehicle is listed on your campaign responsibility report.*

* Campaign responsibility reports will be issued as customer notifications are mailed. Keep all the reports you receive; an overall report will not be sent to you.

Repair Strategy

The repair is to replace the ignition (electrical) switch. For repair information, refer to the enclosed service bulletin, #02-014, *Safety Recall: Ignition Switch*.

Reinstalling aftermarket parts (security systems, alarms, audio systems, etc.) connected to the ignition wiring is not covered under this campaign. If a customer wants a non-Acura part reinstalled, the shop that installed the part (or the customer) must do the work and assume liability. In addition, the customer is responsible for all costs associated with the non-Acura part and its installation. If you have any questions about this, please contact your District Parts and Service Manager.

Customer Notification

We will begin mailing customer notifications in late June. The quantity mailed will depend on the number of parts available for allocation. Mailings will continue as more parts become available. It could take up to three months to complete the mailings.

Parts Information

During the initial stage of the campaign (June, July, and August), parts will be available by allocation only; no open ordering. You will be notified by DCS or iN when open ordering is allowed.

Sincerely,

American Honda Motor Co., Inc.
Acura Automobile Division

ACURA



Handwritten signature/initials in the top right corner.

02V-120

July 10, 2002

Dear Service Manager:

Enclosed is the following service publication:

First Campaign Responsibility Report for the **Ignition Switch Recall Campaign**:

This report only reflects your portion of the initial mailing of **1998 Accord** vehicles affected by the **Ignition Switch Recall Campaign**. Eligible, *but not yet fixed*, vehicles are listed in the left-hand column.

If you have any questions, please contact your District Service Manager.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

A handwritten signature in cursive script that reads 'Dennis Yamazaki'.

Dennis Yamazaki
Sr. Publications Coordinator
Service Communications

02V-120

August 1, 2002

Dear Service Manager:

Enclosed is the following service publication:

Combination Campaign Responsibility Report for the **1997-2000 TL/CL Ignition Switch Recall Campaign**. This report also lists three other campaigns that may affect these vehicles.

Of the 1997-2000 TL/CL vehicles reported as delivered to your dealership, those eligible for one, two, three or four campaigns, ***but not yet fixed***, are listed in the left-hand column. The four right-hand columns indicate which campaign is *not completed* by the alpha character "X."

If you have any questions, please contact your District Parts and Service Manager.

Sincerely,

American Honda Motor Co., Inc.
Acura Automobile Division



Dennis Yamazaki
Sr. Publications Coordinator
Service Communications

August 28, 2002

02V-120

Dear Service Manager:

Enclosed is the following service publication:

Combination Campaign Responsibility Report for the 1998-99 CL Ignition Switch Recall Campaign. This report also lists three other campaigns that may affect these vehicles.

Of the 1998-99 CL vehicles reported as delivered to your dealership, those eligible for one, two, three or four campaigns, ***but not yet fixed***, are listed in the left-hand column. The four right-hand columns indicate which campaign is *not completed* by the alpha character "X".

If you have any questions, please contact your District Parts and Service Manager.

Sincerely,

**American Honda Motor Co., Inc.
Acura Automobile Division**



Dennis Yamazaki
Sr. Publications Coordinator
Parts and Service Communications

January 22, 2003

02V-120

Dear Service Manager:

Enclosed is the following service publication:

Combination Campaign Responsibility Report for the **1998-99 CL Ignition Switch Recall Campaign**. This report also lists three other campaigns that may affect these vehicles.

Of the 1998-99 CL vehicles reported as delivered to your dealership, those eligible for one, two, three or four campaigns, **but not yet fixed**, are listed in the left-hand column. The four right-hand columns indicate which campaign is *not completed* by the alpha character "X".

If you have any questions, please contact your District Parts and Service Manager.

Sincerely,

American Honda Motor Co., Inc.
Acura Automobile Division



Dennis Yamazaki
Sr. Publications Coordinator
Parts and Service Communications